from the at least one call center to select the agent addresses at agent workstations in the at least one call center to route the incoming IPNT calls.

7. (Unchanged) The IPNT call-routing system of claim 6 wherein the SCP processor communicates with a Computer Telephony Integration (CTI) processor at the at least one call center by TCP/IP protocol.

8. (Unchanged) The IPNT call routing system of claim 7 wherein the CTI processor and the plurality of computer platforms are connected on a local area network at the call center.

9. (Unchanged) The IPNT call routing system of claim 8 further comprising a data server processor is connected to the LAN, the data server processor running an instance of a database comprising data associated with customers placing incoming calls to the call routing system.

14. (Once Amended) An Internet Protocol Network Telephony (IPNT) call processing system in the Internet for routing incoming calls to at least one agent workstation in an IPNT-capable call center, comprising:

an Internet routing server in the Internet for routing IPNT calls; and

a database connected to the Internet routing server receiving and storing processed information about transactions in the call center, including at least one of call volume, agent status, or agent skills at the remote IPNT call center;

wherein the Internet routing server selects final destinations for the incoming calls based on the stored processed information about transactions at the IPNT-capable call centers.

15. (Unchanged) The call processing system of claim 14 wherein the database receives the processed information in TCP/IP protocol over the Internet.

16. (Unchanged) A method for routing an incoming IPNT call to a selected destination, comprising steps of:

(a) collecting information at a computer telephony integration (CTI) processor in an IPNT call center regarding operations of the call center;

(b) processing the collected information;

(c) transferring the processed information to a database associated with a routing processor in the Internet network for intercepting and routing incoming calls;

(d) receiving incoming IPNT call at the routing processor;

(e) retrieving the processed information from the database; and

(f) selecting a destination for the call based on the processed information retrieved.